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Airport and Ground Support Equipment

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Summary

Bulgaria will have a growing need for airport ground handling and support equipment and related services over the 2000-2003 period. Two important government programs are driving this market expansion. First, the Government of Bulgaria is upgrading and expanding its three major and two secondary international airports used in commercial aviation as the airport infrastructures are old and in need of massive modernization. Second, it is divesting itself of control of all Bulgaria's scheduled and charter airlines by the end of 2000, and the newly privatized airlines will need to upgrade their ground handling and aircraft maintenance equipment.

The market for airport and ground support equipment in the year 2000 is estimated to be approximately \$53 million. During the next three years this demand is expected to increase at an average rate of 25%, reaching approximately \$100 million by 2003. Domestically produced equipment, mostly wheeled baggage transport and loading equipment, is insignificant, less than 1% of the total market, with imports from the United States of \$7.8 million of mostly high-tech ground navigation equipment from companies such as Raytheon comprising 15 percent of the total market. Major competitors are French, German, Italian and British makers of navigational equipment.

Besides the airports, the other principal end-users of airport, ground handling and support equipment are the Bulgarian air carriers (Balkan Air, Hemus Air, Air Via, Air Sofia, and Scorpion Air/Air Max) and more than 13 foreign air carriers.

The Bulgarian market is very receptive to U.S. airport support equipment. U.S. airport equipment has a reputation on in the Bulgarian market for their excellent technology and quality. Industry experts consider prices of the U.S. equipment competitive to the European companies. The best method for selling airport and ground support equipment in Bulgaria is through a local representative. Pricing, quality and value added

after-sales service are important factors in selling to the local market. There are no tariff or non-tariff barriers. Equipment certified for use in the European Union will meet Bulgarian standards as well.

This report covers all airport and ground handling equipment needed by Bulgaria's airports used for civil aviation, including commercial air travel and general aviation. Equipment needed by military airports is excluded from this analysis. Best prospect equipment in this sector includes towing tractors, elevators, escalators, passenger boarding bridges (air bridges), ground power units, air starter units, air conditioning units, high loaders, fire-fighting and rescue trucks, ground and ground-to airborne communication systems, luggage conveyor belts, forklifts, dollies, baggage carts, and garbage trucks. The best prospects equipment cover HS codes 8502, 8705, 8426, 8428, 8511, 8709, 8415, 8425, 8525, 8526, 8527, 8531, 8705, 9405.

A. MARKET HIGHLIGHTS AND BEST PROSPECTS

1. Market Profile

The total market for airport equipment for 1999 was \$46.8 million. The market is expected to reach \$53.0 million in 2000 and \$66.7 million in 2001, growing 25 percent per year during the 2002-2003 period. The market is almost entirely supplied by foreign firms, with Bulgarian firms providing less than 1 percent of the equipment by value.

Bulgaria has three major government-owned airports, Sofia, Burgas and Varna. Annual traffic for Sofia Airport for 1999 was 25,178 aircraft movements, 1.8 million passengers, and 30,000 tons of cargo. Projected average annual traffic for the period 2000 - 2003 is 26,000 aircraft movements, 2.5 million passengers, and 30 thousand tons of cargo. For Burgas Airport traffic in 1999 was 6,000 aircraft movements, 3,500 tons cargo and 580,000 passengers. Projected average annual traffic for the period 2000 - 2003 is approximately 10,000 aircraft movements, 700,000 passengers, and 4,000 tons of cargo. Varna Airport traffic in 1999 was 9,550 airport movements, 650,000 passengers and extremely low cargo traffic of approximately 100 tones. Projected average annual traffic for the period 2000 - 2003 is approximately 15,000 aircraft movements, 1 million passengers, and 2,000 tons of cargo. The most common aircraft serving Bulgaria's major airports are Boeing 737's, narrow-body Airbus, and ATR turboprops, with some Boeing 767's going into Burgas and Varna, as well as older Russian aircraft such as Tupolev 154, Tupolev

134, Antonov 24, Antonov 12, Ilyushin 18, and Yakolev 40 aircraft.

All of Bulgaria's airports are old and fall short of the standards expected by international travelers. The main driving force will be the reconstruction and upgrading by the Bulgarian Ministry of Transport and Communications of the three ICAO Category II international airports in Bulgaria, Sofia, Burgas and Varna airports, and the plans for upgrading of two other ICAO Category I international airports, Gorna Oryahovitsa and Plovdiv. There is some remaining procurement left to be done for the Air Traffic Control facility at Sofia Airport, although the main procurement of navigational equipment was won by the Italian firm Alenia in early 2000. As a result, navigational equipment is not considered a best sales prospect.

The most important work will be the new passenger and cargo terminals at Sofia Airport and the construction of the new National Air Traffic Control Center in Sofia. Some air carriers also have plans to invest in procurement of their own airport ground handling equipment, and Balkan Airlines, Israeli Aircraft Industries and Badek have announced formation of the joint venture Balkan Technik, to be owned 50 percent by Balkan Airlines (whose parent is Israel's Zeevi Group), which will operate a repair and maintenance facility at Sofia Airport for Boeing 737 and 767 aircraft. Other factors affecting demand include the liberalization in the services market in general and in airport ground handling services in particular, as well as expected additional traffic through Bulgaria's airports of aircraft, passengers and cargo. General aviation is an insignificant component of market demand.

The airport expansion projects are as follows:

a. Sofia Airport

The current international departures building of Sofia Airport, built in 1940, is being substantially renovated, but plans are underway for a completely new passenger terminal. The Ministry of Transport and Communications has signed a 60 million euro loan with the European Investment Bank (EIB) for reconstruction and modernization of the present airport facilities (passenger terminal, apron area, public access road and car parking facility). The Government of Bulgaria will also receive a 60 million euro grant from the ISPA (Instrument for Structural Policies for Pre-Accession) Program of the European Union. The Kuwait Fund for Arab Economic Development will co-finance the reconstruction, development and extension of Sofia Airport by granting a loan of \$40 million for a new runway

system, extension and resurfacing of the existing runway and construction of additional taxiways.

b. Varna Airport and Burgas Airport

Burgas Airport and Varna Airport are self-financing the upgrading of their traffic control and navigation aid equipment. Both airports have larger international passenger traffic, mostly charters, during the summer tourist season. During the rest of the year they operate mainly as cargo airports, with scheduled service to Sofia. The master plan of Burgas Airport envisages basic reconstruction of the cargo terminal, reconstruction of the area around the runway and upgrading of the airport facilities. Estimated value of the project is \$60 million. The master plan of Varna Airport envisages reconstruction of the cargo terminal, extension of the existing runway, construction of new apron for cargo aircraft plus modernization and distension of lounges for international departures, construction of safety side strips of taxiways. Estimated value of this project is \$100 million. Varna Airport has a pending procurement for airport navigational equipment.

c. Plovdiv and Gorna Oryahovitsa
Airports

Plovdiv Airport and Gorna Oryahovitsa Airport are minor airports that operate primarily as cargo airports. Plovdiv Airport is frequently used as a back-up to Sofia Airport when Sofia Airport is closed due to winter fog. These airports are included in the Ministry of Regional Development and Ministry of Transport and Communication programs for preparing feasibility studies and master plans for upgrading and expansion.

Improvements to Bulgaria's transport infrastructure are part of an overall effort to improve regional economic integration in Southeast Europe and preparation of Bulgaria to eventually join the European Union. In addition, Bulgaria's geographical location is assuming increasing importance as a vital transport link between Europe and Asia. Three trans-European transport routes, Corridors 4, 8, and 9, cross Bulgaria. These priorities are becoming even more visible through the Stability Pact, which has taken shape in the wake of the Kosovo crisis. The U.S. Government has launched several initiatives in this region, the South Balkan Development Initiative (SBDI) of the Trade and Development Agency (TDA) and the South East Europe Cooperation Initiative (SECI), and has played a leading role in the Stability Pact.

2. Statistical Data

	1999	2000	2001	Projected Average Ann Growth Rate forllowing years (%)
Total Market	46.8	53.0	66.7	25%
Local Production	1.0	1.8	1.5	1%
Exports	0.5	1.6	0.8	
Import Market	46.3	52.8	66.0	25%
Imports from the U.S.	5.1	7.8	9.0	15%
Exchange Rates BGN = \$1	1.9	2.0	2.0	
Estimated Future Inflation Rates	6.2%	3.5%	3.5%	

Last Year's Import Market Share (in percent for U.S. and major competitors): United States 11%; Germany 25%, Italy 20%, France 12%, Ireland 11%, Finland 11%.

Sources: National Statistical Institute, International Monetary Fund and unofficial estimates compiled from end-users and industry experts

3. Best Sales Prospects

Over the short and medium term, demand is estimated to be highest for the following groups of airport equipment: passenger handling, baggage handling, ramp handling, aircraft maintenance, flight operations and crew administration, surface transport, fuel and oil handling, catering equipment and freight and mail handling.

Over the medium term to longer term, best prospects for ground handling and support equipment include towing tractors, elevators, escalators, passenger boarding bridges (air bridges), ground power units, air starter units, air conditioning units, high loaders, fire-fighting and rescue trucks, ground and ground-to airborne communication systems, luggage conveyor belts, forklifts, dollies, baggage carts, and garbage trucks.

The Harmonized Systems codes for these categories of equipment are as follows:

HS	Description
850211100	Ground Power Units
852510100	Ramp-Flight Deck Communications
870590900	Loading-Unloading (air bridges, self-propelled passenger boarding steps)

842699100	Loaders (passenger, crew, conveyor belt, fork lift trucks, container-pallet loaders, high loaders)
842810100	Transporters
84282010	Conveyors
842890100	ULD devices, elevators, container-pallet self-propelled, container dollies, pallet dollies
842890100	Baggage/cargo trailers, bulk carts, transfer dollies, platform lifts)
842833100	Conveyors, elevators (belt-type)
851180100	Starting units (air starter units)
870919900	Aircraft tow tractors
841581100	Air conditioning units
841583100	Aircraft ground heaters
870590900	Vehicles, platforms and other equipment for internal, external aircraft cleaning, self-propelled lavatory vehicle, portable water vehicle, snow and ice removal (de-icing and anti-icing vehicle and agents), fuel and oil transportation vehicle, refueling equipment, oil adding and replacement equipment
84251110	Aircraft jacks
842699100	Maintenance service platforms
852510100	Transmission apparatus
8526,8527	Radio communication equipment (OPC frequencies)
940560100	Approach lighting and runway lighting equipment
853110100	Firefighting and rescue equipment and agents
870590900	Ground vehicle communication equipment

A report prepared for the Trade and Development Agency in 1998 indicated a specific need for a \$500,000 Aircraft Rescue and Fire Fighting vehicle, an ambulance, fire fighting equipment, snow equipment and other items totaling \$240,000, and deicing equipment for runway use. This equipment has not yet been purchased.

B. COMPETITIVE ANALYSIS

Pricing, reputation, quality and after sales services are main competitive factors in securing contracts. Another factor is the willingness of foreign companies to build up strategic partnerships in the field of ground handling.

Pricing is the key competitive factor. Availability of financial sources and their origin is another key competitive factor. U.S. firms should follow up with end-users, determine their future needs and status of development and upgrading and be prepared to participate in government tenders and/or government procurement bids.

1. Domestic production

Airport equipment ground support and handling equipment manufactured in Bulgaria is primarily unsophisticated items such as lower hold loaders (fork lift trucks and platforms), high loaders, container /pallet transporters, container and pallet dollies, baggage and cargo trailers, transfer platform lifts dollies and stairs. Catering trucks can be locally assembled as well as locally manufactured according to catering company technical documentation. Domestic production accounted for only 1 percent of the market in 1999. It is estimated that Bulgarian companies or foreign subsidiaries could meet about 3 - 5 percent of total demand by manufacturing airport equipment locally. None of the Bulgarian companies are presently serious competitors to U.S. firms.

2. Third country imports

Almost 99 percent of the airport ground handling and support equipment was imported into Bulgaria in 1999, of which 88 percent was from third countries. Bulgaria imported from third countries \$41.2 million of airport equipment in 1999, and is expected to import \$46 million in 2000. Third country airport equipment imports are expected to grow over the following two years at an average rate of 25%.

The largest source of Bulgaria's imports in 1999 was Germany with 25% of the total airport equipment market share, followed by Italy with 20%, France 12%, the United States 11%, Finland 11% and Ireland 11%.

Major German suppliers include the firms Siemens-Cardion, which is supplying lightning systems and radio-navigation and communication systems, Gemetronic, which is supplying meteorological equipment and Mannesman, which is supplying the passenger and cargo ground transportation equipment. The Italian firms Alenia, Selenia, and Alenia Marconi Systems are suppliers of radio and navigational aid equipment. The French firms Airsys ATM and Thomson are supplying radar, radio navigation and communication equipment. The French company Teleflex is supplying the flex bands for transportation of passenger and luggage and cargo. The Finish company Vaisala is a supplier of meteorological equipment. The Irish firm ESCO is supplier of radar equipment. Other suppliers include DaimlerChrysler (Germany) and Park Air Electronics (UK).

German companies have aggressively used Bulgarian bank financing and credit insurance to promote their products.

3. U.S. market position and share

In 1999, the U.S. share of Bulgaria's imports of airport equipment was approximately 11 percent and in 2000 15 percent, representing a 53 percent increase from \$5.1 million to \$7.8 million. U.S. firms are expected to increase imports over the next 2 - 5 years by 15 percent, retaining a market share between 11 and 15 percent. U.S. exports have primarily been radar and navigational equipment, supplied by such firms as Hughes/Raytheon (civil aviation), Harris (military aviation) and Lockheed Martin (military aviation).

U.S. companies which can offer state-of-the art equipment, excellent value and attractive pricing and financing will be competitive with the European firms.

C. END-USER ANALYSIS

The airports and airlines are the most important users of airport equipment. Procurements, however, are most likely to be done by the airports and Balkan and Hemus Airlines, as well as new airport service companies that are expected to increase in number as some airport services are increasingly outsourced. Best estimates are that there will be between ten and fifteen major customers. The biggest customers will be Sofia, Burgas and Varna airports, and the driving force behind their needs are their airport expansion plans.

The second most important users of airport equipment are the airlines, both the Bulgarian carriers such as Balkan Bulgarian Airlines and Hemus Air, as well as foreign air carriers such as DHL, UPS, FEDEX, Lufthansa, Austrian, Lauda, Air France, British Air, Malev, Tarom, Olympic, Turkish, Swissair, Alitalia, Czech, and LOT. The national air carrier Balkan Bulgarian Airlines, purchased in a 1999 privatization proceeding by the Israeli Zeevi Group, is presently using the ground support equipment and services provided by the airports and the Air Traffic Services Authority (ATSA). Hemus Air, which is to be privatized by the end of 2000, uses its own equipment as well as ground support equipment provided by the airports. Foreign air carriers and the minor Bulgarian carriers use equipment and services provided by the airports. The airlines' greatest needs are for better and faster passenger and luggage check-in, handling, transportation to and from the airport, professional catering services, and safer and faster fuel supply.

To meet these needs requires new and modern equipment, technology and know-how.

The third most important category of customers will be airport service companies. The new Law on Aviation allows for private companies, non-aviation operators to be licensed by the Flight Inspectorate of the Ministry of Transport and Communications perform airport ground handling and support services.

The major factors affecting end-users' purchasing decision are price, quality and opportunity for strategic alliances. Some end-users may be interested in a relationship with a foreign air carrier or courier firm with whom they could jointly provide passenger and cargo handling using new equipment. U.S. firms should closely follow up with these end-users, determine their future needs and be prepared to participate in tenders issued by the Ministry of Transport and Communications.

D. MARKET ACCESS

1. Import Climate

No trade barriers exist to importation or marketing of U.S. airport equipment. Airport equipment is exempt of duties regardless of the origin. However, there are customs tariffs differentials between a large number of other European Union products and products made elsewhere, so U.S. companies should ascertain the correct customs classification on a case-by-case basis. A value-added tax (VAT) of 20 percent is also assessed on all imports at the time of customs clearance.

Electrical and electronic equipment and/or parts must conform to ICAO and EU standards. Other airport equipment is governed by standards are mandated and controlled by the Bulgarian Committee of Standardization and Metrology. These include standards for the fire fighting equipment and for the fuel and oil supply and storage equipment.

Under the Government Procurement Law, foreign companies are allowed to participate in tenders, but the performance must be carried out by a company registered to do business in Bulgaria under the Bulgarian Commercial Code or by a company which is representing the foreign entity and which is registered in Bulgaria under the Bulgarian Commercial Code. Registration can be as a branch, subsidiary or independent company.

Some international financing requirements such as the European Union's ISPA funds may be tied aid,

which may restrict U.S. companies from participating in a tender.

2. Distribution/Business Practices

Distribution of APG equipment after customs clearance in Bulgaria is through an agent or distributor, or direct to the end-user. There are no intermediate wholesalers. U.S. exporters that do not have their own office in Bulgaria should consider appointing an agent or distributor with good knowledge of the market and its specifics, who has worked in the industry sector, and who has good contacts among local industry and key decision-making authorities.

However, to best expand their customer base it would be preferable to have a representative office in Bulgaria. U.S. companies interested in selling their equipment, technologies and services are encouraged to look for business partners in Bulgaria that are well established in both public and private sector markets, with good contacts at the ministry, municipality and airport authorities level.

U.S. exporters may also contract directly with the end-user of the equipment or services, such as a Bulgarian manufacturer or government or municipal entity for construction of APG equipment. Some companies may also wish to license their technology or to establish a joint venture.

3. Financing

Since credit insurance from U.S. Eximbank is not available for routine trade contracts, U.S. exporters should consider requiring advance payment by bank transfer or using letters of credit in export transactions to Bulgaria. After establishing commercial relations with a company in Bulgaria, a bank guarantee, documents against payment or even open credit might be possible.

While a letter of credit backed by a bank guarantee obtainable by the Bulgarian importer is a preferred means for U.S. companies to be paid, as a practical matter a letter of credit may be difficult for a Bulgarian importer to obtain since bank financing is not easily obtainable in Bulgaria. The Bulgarian government is generally in a better position to pay for imports of airport equipment. U.S. exporters should contact the Export-Import Bank of the United States, which offers guarantees to sales to private companies if backed by a bank guarantee, to the Bulgarian government if backed by a sovereign guarantee, municipal government guarantee or equivalent. Another possibility is a joint venture

with ensured municipality cofinancing and or equity participation.

The Ministry of Transport and Communication and the airport authorities allocate money for reinvestment from their budgets and from international financial institutions. Procurement is based either on government procurement orders or open international tenders. In addition, the Air Traffic Services Authority, as a member of EUROCONTROL, receives financing from the European Investment Bank (EIB).

Another source for project financing are the European Union accession program cohesion funds such as ISPA and SAPARD. However, EU cohesion funds and programs that provide financing for the development and upgrading of the infrastructure in general and airport development in particular, are tied aid limit the possibility of U.S. firms to participate in tenders. U.S. companies should study carefully how they could participate in tenders which may be limited to European contractors or suppliers. Participation in tenders through local representation offices or European branches may provide the only possible access for participation in the invitations for prequalification and/or in the tenders themselves.

4. Key contacts

Ministry of Transport and Communication
9/11, Levski Street
Sofia 1000, Bulgaria
Civil Aviation Authority
Phone: 359-2-9844-1094; 9844-1092; 9844-1097
Phone: 359-2-949-2834; 940-9401; 987-1079; 940-9408,
940-9407
Fax: 359-2-980-5337
Fax: 359-2-980-3893; 987-3916
e-mail: mail@mtc.government.bg

Contacts:

Mr. Antoni Slavinski, Minister of Transport and Communication

Mr. Apik Garabedian, Deputy Minister (aviation)

e-mail: agarabedian@mt.government.bg

Mr. Petko Tabakov, Deputy Minister (supervising airport authorities)

e-mail: ptabakov@mt.government.bg

CS Sofia comment: The Ministry of Transport and Communications implements the centralized policy of the Bulgarian government related to procurement, tendering, licensing and decision-making for aviation, airports and ground transport.

Air Traffic Services Authority

Sofia Airport
Sofia 1540, Bulgaria
Phone: 359-2-70-8546; 9844-1102
Fax: 359-2-71-8095; 980-0043
e-mail: plamen.markov@atsa.bg
Contact: Mr. Zhivko Zheliazkov, General Director
Contact: Mr. Plamen Markov, Information Systems

CS Sofia comment: The Air Traffic Service Authority is responsible for providing nationwide air traffic control and navigation aid services. The Authority is separate from the airport authorities and from the air carriers, being directly supervised by the Flight Inspectorate and Ministry of Transport and Communications. ATSA is member of EUROCONTROL as of June 1997 and follows EUROCONTROL's rules and recommendations.

Burgas Airport
Burgas 8007, Bulgaria
Phone: 359-56-80-1621; 4-2256; 2-8651
Fax: 359-56-2-2104; 3-9045
e-mail: director@Burgas-airport.bse.bg
Contact: Mr. Dimitar Kaloyanov, Executive Director

CS Sofia comment: Airport activities include international passenger charter flights during the summer season, as well as year-round international and domestic cargo flights and scheduled passenger flights between Burgas and Sofia. By law Turgovishte Airport is a subsidiary.

Sofia Airport
Sofia 1540, Bulgaria
Phone: 359-2-66-1616
Fax: 359-2-70-9217; 79-7046
e-mail: psais@einet.bg
Contact: Mr. Zdravko Velichkov, Executive Director

CS Sofia comment: Airport activities include scheduled domestic and international passenger and cargo flights. By law the airport has subsidiary regional airports in Vidin and Rousse.

Varna Airport
Varna 9000, Bulgaria
Phone: 359-52-50-0452; 50-0840
Fax: 359-52-50-0830; 50-0822
e-mail: office@varna-airport.bg
Contact: Mr. Atanas Atanassov, Executive Director

CS Sofia comment: Airport activities include international charter flights in the summer season and year-round scheduled passenger service between Varna and Sofia as well as cargo flights throughout the year.

Gorna Oryahovitza Airport

4, Georgi Izmerliev Square
P.O. Box 52
Gorna Oryahovitza 5100, Bulgaria
Phone: 359-618-4-2031; 4-6146
Phone/Fax: 359-618-4-3410
Contact: Mr. Lyubomir Atanasov, Executive Director

CS Sofia comment: Airport activities include domestic and international cargo flights throughout the year.

Plovdiv Airport
Plovdiv 4000, Bulgaria
Phone: 359-32-236-570; 23-7024
Fax: 359-32-226-613
Contact: Mr. Vesko Milanov, Executive Director

CS Sofia comment: Airport activities include domestic and international cargo flights throughout the year.

Balkan Bulgarian Airlines
Sofia Airport
Sofia 1540, Bulgaria
Phone: 359-2-9844-8500; 9844-8551; 9844-8620; 9844-8621; 9844-88
Fax: 359-2-971-2488
e-mail: balkan@balkanairlines.bg
e-mail: zfrank@balkanairlines.bg
website: <http://www.balkan.com>
Contact: Mr. Zvi Frank, CEO

CS Sofia comment: Balkan Bulgarian Airlines (BBA) is the national passenger and cargo air carrier. A majority share was purchased in a privatization procedure by Zeevi Group of Israel in 1999.

Hemus Air
Sofia Airport
Sofia 1504, Bulgaria
Phone: 359-2-702-076; 720-754; 65-8577
Fax: 359-2-79-6380; 9801-8330
[e-mail: hemusair@exco.net](mailto:hemusair@exco.net)
Mr. Dimitar Pavlov, Managing Director

Comments: This state-owned company is a regional air carrier with domestic and international routes. A privatization procedure will be reopened in September of 2000.

Air Via Bulgaria Airways
Business Center of Transport
4th Floor
54, G.M. Dimitrov Boulevard
Sofia 1125, Bulgaria
Phone: 359-2-971-2869; 971-3625, 72-2587
Fax: 359-2-973-3454
e-mail: airvia@mail.techno-link.com

Contact: Mikhail Donski, Executive Director

CS Sofia comment: privately-owned air carrier for international and domestic passenger and cargo services.

Bulgarian Lucky Flight
19, Ekzarh Joseph Street
Sofia 1000, Bulgaria
Phone: 359-2-83-5228, 83-3422, 83-1704
Fax: 359-2-83-3167, 83-2174
Contact: Mr. Valeri Grigorov, General Director

CS Sofia comment: private company for charter flight services, passenger transport, helicopter services, ticketing.

Air Ban P.L.C.
11, Professor Assen Zlatarov Street
Sofia 1504, Bulgaria
Phone/Fax: 359-2-945-4694, 442-957
Contact: Mr. Pencho Penchev, Executive Director

CS Sofia comment: private company (1993), the only one specialized in emergency flight services, VIP services, environmental monitoring services.

Flying Cargo Bulgaria, Licensee of FedEx Corp.
10, 5009 Street
Gara Iskar
Sofia 1528, Bulgaria
Phone: 359-973-4201, 973-4605
Fax: 359-2-973-1366
Contact: Velin Zheliazkov, Managing Director
CS Sofia comment: air courier FedEx licensee

DHL International Ltd. Sofia
10, Momina Cheshma Street
Drouzhba 2
Sofia 1582, Bulgaria
Phone: 359-2-987-0383, 987-0268
Fax: 359-2-971-2557
Contact: Mr. Krasimir Yanev, Country Manager

CS Sofia comment: express courier services door-to-door.

Bulgarian Parcel Service Ltd.
UPS Licensee
12, Iskarsko Shosse Boulevard
Sofia 1592, Bulgaria
Phone: 359-2-960-9888, 960-96
Fax: 359-2-960-9899
e-mail: bps@internet-bg.net
Contact: Rayko Belopitov, Managing Director

CS Sofia comment: express courier services door-to-door.

Scorpion Air/Air Max
73, Persenk Street, floor 1, apt.1
1164 Sofia, Bulgaria
Phone: 359-2-962-5808; 962-4575
Fax: 359-2-963-3052
e-mail: scorpion-operation@intek.bg
Contact: Stoil Panov, Executive Director

CS Sofia comment: air carrier and APG equipment provider

Transbrok International Ltd.
54, G.M. Dimitrov Blvd.
1125 Sofia, Bulgaria
Phone: 359-2-730 067; 739-817
Fax: 359-2-736-053
e-mail: tbi@atia.com
Contact: Petko Pehlivanov, Managing Director

CS Sofia comment: aviation consulting company

5. Trade Promotion Opportunities

There are no specialized aviation-related trade shows in Bulgaria. The defense industry exhibition Hemus, held at the Plovdiv Fair Grounds in Plovdiv in April or May each year includes airport-related equipment and the annual International Technical Fair held each autumn at Plovdiv usually has participation by companies displaying products such as transport equipment, signaling, and special airport vehicles.

All major airport managers usually visit the Farnborough and the Paris air shows. They may also attend the annual meeting of the American Association of Airport Executives (AAAE). The next meeting, called the "Central Europe/U.S. Airport Management and Infrastructure Workshop/Trade Show," will take place in 2000 on November 12-14, 2000, at the Hilton Hotel, Budapest, Hungary. U.S. firms willing to attend this regional event should contact the organizers or Andrea Imrik, Commercial Service Budapest, U.S. Embassy Budapest, for details.

ISA Customer Satisfaction Survey
U.S. Department of Commerce
* International Trade Administration*
The Commercial Service

The U.S. Department of Commerce would appreciate input from U.S. businesses that have used this ISA report in conducting export market research. Please take a few moments to complete the attached survey and fax it to 202/482-0973, mail it to QAS, Rm.

2002, U.S. Department of Commerce, Washington, D.C.
20230, or Email: Internet[Opfer@doc.gov].

* * * About Our Service * * *

1. Country covered by report:

Commerce domestic office that assisted you (if
applicable):

2. How did you find out about the ISA service?

☐ Direct mail

☐ Recommended by another firm

☐ Recommended by Commerce staff

☐ Trade press

☐ State/private newsletter

☐ Department of Commerce newsletter

☐ Other (specify): _____

3. Please indicate the extent to which your
objectives were satisfied:

1-Very satisfied 2-Satisfied

3-Neither satisfied nor dissatisfied

4-Dissatisfied 5-Very dissatisfied

6-Not applicable

☐ Overall objectives

☐ Accuracy of information

☐ Completeness of information

☐ Clarity of information

☐ Relevance of information

☐ Delivery when promised

☐ Follow-up by Commerce representative

4. In your opinion, did using the ISA service
facilitate any of the following?

☐ Decided to enter or increase presence in market

☐ Developed an export marketing plan

☐ Added to knowledge of country/industry

☐ Corroborated market data from other sources

☐ Decided to bypass or reduce presence in market

☐ Other (specify): _____

5. How likely would you be to use the ISA service
again?

☐ Definitely would

☐ Probably would

☐ Unsure

☐ Probably would not

☐ Definitely would not

6. Comments:

* * * About Your Firm * * *

1. Number of employees: ☐ 1-99 ☐ 100-249 ☐ 250-
499

☐ 500-999 ☐ 1,000+

2. Location (abbreviation of your state only): _____

3. Business activity (check one):

☐ Manufacturing

☐ Service

__Agent, broker, manufacturer's representative
__Export management or trading company
__Other (specify):_____

4. Export shipments over the past 12 months:

__0-1 __2-12 __13-50 __51-99 __100+

May we call you about your experience with the ISA service?

Company name:

Contact name:

Phone:

Thank you--we value your input!

This report is authorized by law (15 U.S.C. 1512 et seq., 15 U.S.C. 171 et seq.). While you are not required to respond, your cooperation is needed to make the results of this evaluation comprehensive, accurate, and timely. Public reporting burden for this collection of information is estimated to average ten minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Reports Clearance Officer, International Trade Administration, Rm. 4001, U.S. Dept. of Commerce, Washington, D.C. 20230, and to the Office of Information and Regulatory Affairs, Office of Management and Budget, Paperwork Reduction Project (0625-0217), Washington, D.C. 20503.

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